



## **Staff Services Manager 1**

**Class Code: 4800 - Exam Code: 9PB19**

**Department(s):**

- California Department of Human Resources
- Afro-American Museum
- Agricultural Labor Relations Board
- Board of Equalization
- Board of Governors, California Community Colleges
- Board of State and Community Corrections
- Business, Transportation and Housing Agency
- California Coastal Commission
- California Conservation Corps
- California Debt and Investment Advisory Commission
- California Earthquake Authority
- California Environmental Protection Agency
- California Exposition and State Fair
- California Gambling Control Commission
- California Health Benefit Exchange
- California High Speed Rail Authority
- California Highway Patrol
- California Horse Racing Board
- California Housing Finance Agency
- California Prison Health Care Services
- California School Financing Authority
- California Science Center
- California Senior Legislature
- California State Auditor
- California State Library
- California State Lottery
- California Student Aid Commission
- California Tahoe Conservancy
- California Tax Credit Allocation Committee
- California Technology Agency
- California Workforce Investment Board
- CA Alternative Energy & Advanced Transportation Financing Authority
- CA Emergency Management Agency
- CA First 5 Children & Families Commission
- CA Health & Human Services Agency
- Commission on Teacher Credentialing
- Department of Aging
- Department of Alcohol and Drug Programs
- Department of Alcoholic Beverage Control
- Department of Boating & Waterways
- Department of Business Oversight

**Department of Child Support Services**  
**Department of Community Services and Development**  
**Department of Conservation**  
**Department of Consumer Affairs**  
**Department of Corrections & Rehabilitation**  
**Department of Developmental Services**  
**Department of Education**  
**Department of Fair Employment & Housing**  
**Department of Finance**  
**Department of Fish and Game**  
**Department of Food & Agriculture**  
**Department of Forestry & Fire Protection**  
**Department of General Services**  
**Department of Health Care Services**  
**Department of Housing & Community Development**  
**Department of Industrial Relations**  
**Department of Insurance**  
**Department of Justice**  
**Department of Managed Health Care**  
**Department of Motor Vehicles**  
**Department of Parks & Recreation**  
**Department of Pesticide Regulation**  
**Department of Public Health**  
**Department of Real Estate**  
**Department of Rehabilitation**  
**Department of Resources Recycling and Recovery**  
**Department of Social Services**  
**Department of State Hospitals**  
**Department of Toxic Substances Control**  
**Department of Transportation**  
**Department of Veterans Affairs**  
**Department of Water Resources**  
**Emergency Medical Services Authority**  
**Employment Development Department**  
**Employment Training Panel**  
**Fair Employment & Housing Commission**  
**Fair Political Practices Commission**  
**Financial Information Systems for California**  
**Franchise Tax Board**  
**Government Operations Agency**  
**Governor's Office of Business and Economic Development**  
**Managed Risk Medical Insurance Board**  
**Mental Health Services Oversight and Accountability Commission**  
**Military Department**  
**Office of Environmental Health Hazard Assessment**  
**Office of the Inspector General**  
**Office of Legislative Counsel**  
**Office of Statewide Health Planning and Development**  
**Office of Systems Integration**  
**Prison Industry Authority**  
**Public Employees Retirement System**  
**Public Employment Relations Board**  
**Public Utilities Commission**  
**San Francisco Bay Conservation & Development Commission**

San Joaquin Delta Conservancy  
Secretary of State  
Seismic Safety Commission  
Sierra Nevada Conservancy  
State Air Resources Board  
State Coastal Conservancy  
State Compensation Insurance Fund  
State and Consumer Services Agency  
State Controller's Office  
State Council On Developmental Disabilities  
State Energy Resource Conservation and Development Commission  
State Independent Living Council  
State Personnel Board  
State Teachers Retirement System  
State Lands Commission  
State Water Resources Control Board  
Unemployment Insurance Appeals Board  
Victim Compensation & Government Claims Board

**Opening Date:** 9/27/2009 2:35:00 PM  
**Final File Date:** Continuous  
**Type of Examination:** MULTI-DEPARTMENTAL OPEN  
**Salary:** MONTHLY-RANGED-SALARY - \$5,311.00 to \$6,598.00  
**Tenure/Time-base:** Permanent Full-time  
Permanent Part-time  
Permanent Intermittent  
Limited Term Full-time  
Limited Term Part-Time  
Limited Term Intermittent  
**Exam Type:** State-wide

## EEO

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right of family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

## DRUG-FREE STATEMENT

It is an objective of the State of California to achieve a drug-free state work place. Any applicant for State employment will be expected to behave in accordance with this objective, because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

## WHO SHOULD APPLY?

Applicants who meet the minimum qualifications as stated on this bulletin may apply for and take this Qualifications Assessment at any time.

**ONCE YOU HAVE TAKEN THE QUALIFICATIONS ASSESSMENT, YOU MAY NOT RETAKE IT FOR NINE (9) MONTHS.**

## FILING INSTRUCTIONS

**Final Filing Date:** Continuous

**Where to Apply:** Click the link at the bottom of this bulletin.

## SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special assistance or special testing arrangements, contact the California Department of Human Resources, Examinations Unit at (866) 844-8671, or via the California Relay Service for the Deaf or Hard of Hearing at (800) 735-2929 from TTY Phones, or at (800) 735-2922 from voice phones.

## ELIGIBLE LIST INFORMATION

An open, merged eligible list will be established by the California Department of Human Resources for use by other State departments. The names of successful competitors will be merged onto the eligible list in order of final scores regardless of test date. **ELIGIBILITY EXPIRES TWELVE (12) MONTHS AFTER IT IS ESTABLISHED.** Competitors must then retake the Qualifications Assessment to reestablish eligibility.

The Staff Services Manager 1 list may be used by departments to fill vacancies in other comparable classifications as an appropriate as determined by the hiring department consistent with applicable laws and rules.

## REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

**NOTE:** All applicants must meet the education and/or experience requirements as stated on this examination announcement.

## MINIMUM QUALIFICATIONS

### EITHER 1

One year of experience in the California state service performing analytical staff duties of a class with a level of responsibility not less than that of Associate Governmental Program Analyst.

(Applicants who have completed six months of service performing the duties as specified above will be admitted to the examination, but they must satisfactorily complete one year of this experience before they can be eligible for appointment.)

### OR 2

**Experience:** Three years of increasingly responsible management, personnel, fiscal, planning, program evaluation, or related analytical experience beyond the trainee level which shall have included the preparation of reports and the presentation of recommendations to management, at least one year of which must have been in a full journeyman technical capacity. (Experience in the California state service applied toward this requirement must include one year performing the duties of a class with a level of responsibility not less than that of Associate Governmental Program Analyst.) (In appraising experience more weight will be given to the breadth of pertinent experience and the evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of the experience.) **AND**

**Education:** Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

## POSITION DESCRIPTION

A Staff Services Manager 1 for the State of California performs a wide variety of fiscal, management, and staff services functions including such areas as personnel, budget, management analysis, administrative services, program evaluation and planning, and policy analysis and formulation. Staff in these positions are typically subject-matter generalists who have demonstrated possession of the strong analytical skills, supervisory abilities, and personal qualifications to succeed in a broad range of fiscal, management, staff services, and related settings. Staff Services Managers I are responsible for the effective resolution of a broad range of governmental and/or supervisory problems. They conduct and/or review analytical studies and surveys; formulate procedures, policies, and program alternatives; make recommendations on a broad spectrum of administrative and program-related problems; review and analyze proposed legislation, and advise management on its impact or potential impact; represent the State or a given department as assigned; and do other related work.

The Staff Services Manager 1 level is typically the first working supervisor level. Staff at this level supervise a small group of analysts performing journey person level work and personally perform the most difficult or sensitive work.

Positions exist throughout the State of California in various departments.

## EXAMINATION INFORMATION

### **QUALIFICATIONS ASSESSMENT – Weighted 100.00%**

The examination will consist of a Qualifications Assessment, which is the sole component of the Staff Services Manager 1 examination. To obtain a position on the eligible list, a minimum score of 70% must be received. An applicant will receive his/her score upon completion of the Qualifications Assessment.

**[Click here to preview the Qualifications Assessment.](#)**

To view the Final State Of California Leadership Competency Model located on the HRMod homepage at <http://www.dpa.ca.gov/hr-mod/main.htm>, click on the link provided there.

### **QUALIFICATIONS ASSESSMENT SCOPE:**

#### **Core Leadership Competencies**

##### **Analytical Thinking**

The ability to approach a problem by using a logical, systematic, sequential approach.

##### **Change Leadership**

The ability to manage, lead, and enable the process of change and transition while helping others to deal with their effects.

##### **Customer Focus**

The ability to identify and respond to current and future customer's needs. The ability to provide excellent service to internal and external customers.

##### **Communication**

The ability to listen to others and communicate in an effective manner. The ability to communicate ideas, thoughts, and facts in writing. The ability/skill to use correct grammar, correct spelling, sentence and document structure, accepted document formatting, and special literary techniques to communicate a message in writing.

**Conflict Management**

The ability to prevent, manage, and/or resolve conflict.

**Decision Making**

The ability to make decisions and solve problems involving varied levels of complexity, ambiguity, and risk.

**Developing Others**

The ability and willingness to delegate responsibility, work with others, and coach them to develop their capabilities.

**Ethics and Integrity**

The degree of trustworthiness and ethical behavior of an individual with consideration for the knowledge one has of the impact and consequences when making a decision or taking action.

**Fostering Diversity**

The ability to promote equal and fair treatment and opportunity for all. The ability to effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment. The ability to demonstrate the knowledge of a supervisor's responsibility for promoting equal opportunity in hiring and employee development and promotion.

**Interpersonal Skills**

The ability to get along and interact positively with coworkers. The degree and style of understanding and relating to others.

**Personal Credibility**

Demonstrating concern that one be perceived as responsible, reliable, and trustworthy.

**Planning and Organizing**

The ability to define tasks and milestones to achieve objectives, while ensuring the optimal use of resources to meet those objectives.

**Team Leadership**

The ability to effectively manage and guide group efforts. This includes providing the appropriate level of feedback concerning group progress.

**Thoroughness**

The ability to ensure that one's own and other's work and information are complete and accurate. The ability to carefully prepare for meetings and presentations. The ability to follow up with others to ensure that agreements and commitments have been fulfilled.

**Vision and Strategic Thinking**

The ability to support, promote, and ensure alignment with the organization's vision and values. The ability to understand how an organization must change in light of internal and external trends and influences.

**Workforce Management**

The ability to effectively recruit, select, develop, and retain competent staff; includes making appropriate assignments and managing staff performance.

**Occupation (Classification) Specific Competencies****Creative Thinking**

The ability to look at situations from multiple perspectives. The ability to do or create something new. The ability to create solutions to problems using novel methods and processes.

**Diagnostic Information Gathering**

The ability to identify the information needed to clarify a situation and to draw out the information when others are reluctant to disclose it.

**Empowering Others**

The ability to convey confidence in employees' ability to be successful, especially at challenging new tasks; share significant responsibility and authority; and to allow employees' freedom to decide how they will accomplish their goals and resolve issues.

**Organizational Awareness**

The ability to understand the workings, structure, and culture of the organization as well as the political, social, and economic issues affecting the organization.

**Professional and Personal Development**

The commitment to improve one's technical and personal growth.

**Resource Management**

The ability to ensure the effective, efficient, and sustainable use of public service resources and assets, human and financial resources, and real property and business information.

**Results Orientation**

The ability to focus personal efforts on achieving results consistent with the organization's objectives.

**BENEFITS**

Employer/employee paid health and dental insurance  
Employer paid vision insurance  
Paid Vacation/Sick/Annual Leave Benefits  
12 paid holidays  
Employer paid disability insurance  
Defined Benefit Retirement Program (upon vesting)  
Employee paid deferred compensation program (401K and 457)  
Flexible work schedules and work hours  
Pre-tax reimbursement for medical care, child care, and parking programs  
Employee Assistance Program  
Career development/professional advancement

**VETERANS' PREFERENCE**

Veterans' Preference will be granted in this examination. Effective January 1, 2014, in accordance with Government Code 18973.1 and 18973.5, whenever any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligibility list. This section shall not apply to any veteran who has been dishonorably discharged or released.

**CAREER CREDITS**

Career Credits will not be added to the final score for this exam, because it does not meet the requirements to qualify for Career Credits.

## CONTACT INFORMATION

If you have any questions concerning this announcement, please contact CalHR:

California Department of Human Resources

1515 'S' Street, North Building, Suite 400

Sacramento, CA 95811

(866) 844-8671

CALIFORNIA RELAY: For TDD Phone - (800) 735-2929; From Voice Phone – (800) 735-2922.

## GENERAL INFORMATION

**Applications are available** at [www.jobs.ca.gov](http://www.jobs.ca.gov) and local offices of the Employment Development Department.

**If you meet the requirements** stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be rated against a predetermined job-related rating, and all candidates who pass will be ranked according to their scores.

**The California Department of Human Resources** reserves the right to revise the examination plan to better meet the needs of the service, should the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules, and all competitors will be notified.

**Candidates needing special testing arrangements** due to a disability must mark the appropriate box on the application and contact the testing department.

**Hiring Interview Scope:** In a hiring interview, in addition to the scope described in this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight may be given to the breadth and recency of pertinent experience, and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development. For more information, you may refer to the classification specification.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, the ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, and 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

**Veterans' Preference:** Effective January 1, 2014, in accordance with Government Code 18973.1 and 18973.5, Veterans' Preference will be awarded as follows: 1.) Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference. 2.) An entrance examination is defined, under the law, as any open competitive examination. And 3.) Veterans' Preference is not granted once a person achieves permanent civil service status.



Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference are on the Veterans' Preference Application (Std. Form 1093), which is available at <https://jobs.ca.gov/Public/Jobs/Veterans.aspx>, and the Department of Veterans Affairs.

## **TAKING THE EXAM**

**When you click the link below, you will be directed to the Qualifications Assessment. At the end of the Qualifications Assessment, it will be instantly scored upon your request.**

**[Click here to go to the Qualifications Assessment for Staff Services Manager 1.](#)**